

**BY ORDER OF THE COMMANDER
56TH FIGHTER WING (AETC)**

LUKE AIR FORCE BASE INSTRUCTION 33-105

16 APRIL 2014



Communications and Information

***TELEPHONE CONTROL OFFICER
REQUIREMENT***

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 56 CS/SCXPV

Certified by: 56 CS/CC
(Maj Raymond H. Chester, Jr.)

Pages: 5

This instruction implements Air Force Manual (AFMAN) 33-145, Collaboration Services and Voice Systems Management and AFMAN 33-152, User Responsibilities and Guidance for Information Systems and contains local guidelines and procedures for managing Air Force Telephone Systems at Luke Air Force Base (AFB). It pertains particularly to AFMAN 33-145, Chapter 4, Legacy Voice Systems and AFMAN 33-152, Chapter 4, Voice Communications Services. This instruction establishes procedures for requesting telephone service and communications line connectivity, as well as changes to existing service; explains some of the services and options available to Luke AFB customers; applies to all government telephone users on Luke AFB. This publication applies to the Air Force Reserve Command (AFRC) and their units on Luke AFB. Refer recommended changes and questions about this publication to the Office of Primary Responsibility using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847 from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See AFI 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. This publication may not be supplemented or further implemented/extended. The use of the name or mark of any specific

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1. Wing and Tenant Unit Commanders.

1.1. Appoint a primary and alternate Telephone Control Officer (TCO) in writing and forward a copy of the Appointment Letter to 56 CS/SCXPV. The unit's TCO is the individual who authorizes and controls long distance toll calls and acts as the focal point for reviewing all unit telephone requirements and requests for service before submitting them to the 56 CS.

1.2. 56 CS/SCXPV will provide training to TCOs within 30 days from receipt of an Appointment Letter. Work requests will only be accepted by properly appointed TCOs.

2. Unit Telephone Control Officers.

2.1. Review and submit unit requests for voice network services for installation, removal, modification, and relocation of telephone services.

2.2. When directed by 56 CS/SCXPV, perform and submit an inventory of installed voice systems equipment, items, and services. 56 CS/SCXPV may provide each TCO a listing of the installed equipment, numbers, and services currently assigned to the TCO's applicable unit or section to facilitate the inventory.

2.3. Issue telephone Personal Identification Numbers (PIN) to authorized unit personnel and maintains documentation of assigned unit PINs obtained from 56 CS/SCXPV.

2.4. Turn in unit PINs that have been compromised or are no longer required to support the mission to 56 CS/SCXPV.

2.5. When directed by 56 CS/SCXPV, submit unit staff directory updates for inclusion in the base telephone directory.

2.6. Distribute customer education materials provided by 56 CS/SCXPV to unit personnel as required.

3. Instructions on Commercial Long Distance Networks.

3.1. Where FTS-Networkx (or designated replacement) is available, the following applies:

3.2. Luke personnel will use DSN, not commercial long distance carriers, to call other DOD activities unless DSN service is not available in a timely manner. Use the DSN system only for official business or when in the best interest of the government. DSN is the first choice for all new and existing inter-base voice requirements.

3.3. PINs are mandatory when placing FTS-Networkx commercial long distance telephone calls to better control and reduce the overall cost the Air Force pays for long distance toll calls.

3.4. Personnel must obtain a telephone PIN from their unit TCO to place official commercial long distance telephone calls.

4. Communications Closets.

4.1. In accordance with AFI 91-203, para 30.1.1 “Storage is not allowed in electrical and or electronic areas. Storage is only permitted in areas approved by the installation Fire Emergency Services Flight.” This means telephone terminal blocks, patch panels, wiring, key systems, network cabinets, etc., will not be blocked.

4.2. Should items be blocking communications equipment, 56 CS maintenance personnel will make an effort to notify someone in the building to clear the items preventing access. 56 CS maintenance personnel may refuse trouble shooting any issues in a facility if someone cannot be located or personnel refuse to remove the items blocking the communications equipment.

5. Customer Voice Equipment/Instruments.

5.1. All Air Force-owned voice equipment/ instruments will comply with the following maintenance guidelines:

5.2. Only 56 CS maintenance personnel are authorized to install, relocate, modify, or remove voice instruments, cabling and services. Non-communications personnel (i.e., customers) are prohibited according to 18 U.S.C., § **1362. *Communication Lines, Stations or Systems:***

5.2.1. “Whoever willfully or maliciously injures or destroys any of the works, property, or material of any radio, telegraph, telephone or cable, line, station, or system, or other means of communication, operated or controlled by the United States, or used or intended to be used for military or civil defense functions of the United States, whether constructed or in process of construction, or willfully or maliciously interferes in any way with the working or use of any such line, or system, or willfully or maliciously obstructs, hinders, or delays the transmission of any communication over any such line, or system, or attempts or conspires to do such an act, shall be fined under this title or imprisoned not more than ten years, or both.”

MICHAEL D. ROTHSTEIN
Brigadier General
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFI 33-360, *Publications and Forms Management*, 25 September 2013

AFI 91-203, *Air Force Consolidated Occupational Safety Instruction*, 15 June 2012

AFMAN 33-145, *Collaboration Services and Voice Systems Management*, 6 September 2012

AFMAN 33-152, *User Responsibilities and Guidance for Information Systems*, 1 June 2012

AFMAN 33-363, *Management of Records*, 1 March 2008

18 U.S.C. 1362, *Communications Lines, Stations or Systems*, 3 January 2012

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

AFI—Air Force Instruction

AFB—Air Force Base

AFMAN—Air Force Manual

AFPD—Air Force Policy Directive

AFB—Air Force Base

AFRC—Air Force Reserve Command

AFRIMS—Air Force Records Information Management System

CC—Commander

CS—Communications Squadron

DOD—Department of Defense

DSN—Defense Switched Network

FTS—Federal Telecommunications Service

PIN—Personal Identification Number

TCO—Telephone Control Officer

POC—Point of Contact

RDS—Records Disposition Schedule

U.S.C.—United States Code

Attachment 2

SAMPLE TCO APPOINTMENT LETTER

(SQUADRON LETTERHEAD)

DATE

MEMORANDUM FOR 56 CS/SCXPV

FROM: (Your Organization)

SUBJECT: Appointment of Unit Telephone Control Officers

1. In accordance with LUKEAFBI 33-105, the personnel listed below are appointed Telephone Control Officers for (list organization):

<u>Last, First, MI</u>	<u>Rank</u>	<u>Extension</u>	<u>Organization/Office Symbol</u>
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Primary:

Smith, Joseph	SSgt	856-XXXX	56 CS/SCMM
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Email address: joseph.smith3@us.af.mil

Alternate 1:

Jones, John	TSgt	856-XXXX	56 FW/CCC
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Email address: john.jones4@us.af.mil

Alternate 2:

Rogers, Henry	Civ	856-XXXX	56 OG/OSAA
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Email address: henry.rogers@us.af.mil

2. This memo supersedes _____.

COMMANDER'S SIGNATURE BLOCK